

METHOD AND SYSTEM FOR MANAGING TELECOMMUNICATIONS SERVICES AND NETWORK INTERCONNECTIONS

ABSTRACT OF THE DISCLOSURE

5 A method and system of managing telecommunication service and network connections in a colocation site is provided. A customer service module communicates with customers regarding at least one telecommunications resource within the colocation site. An engineering module manages provisioning of the telecommunications resource within the colocation site in response to communications
10 with the customers. An MIS module collects information on operation of the telecommunications resource, and reports to the customers based on the collected information. The customer service module receives requests for pre-sales information (e.g., pricing, availability, equipment configuration, and space within the colocation site), receives and processes orders for use of the telecommunications resource, provides
15 customers with account status, and receives requests to terminate use of the telecommunications resource. The engineering module maintains a database reflecting status of all telecommunications resources in the colocation site, including identification of equipment, space availability, capacity, current load, and customer allocation. The engineering module also changes connections between the telecommunications
20 resources, monitors trouble reports reflecting technical problems with the telecommunications resource, and provides technical support in response to the communications with customers. The MIS module maintains an archive of all data and reports generated within the colocation site, including a video record of physical activity within the colocation site.